CALIFORNIA ISO

Customer Inquiry, Dispute & Information (CIDI)
User Guide

Revision History

Version	Date	Description	By
1.0	04/26/10	CIDI initial user guide	Latisha Collins
1.1	04/27/10	Final Edits	Nathan Hall

Table of Contents

Introduction 4
Inquiry Dispute Process 5
Types of Inquiries 5
Resolution Time 5
Time Sensitive Issues 6
Client Priority Field 6
Getting Started 7
Market Participant Portal (MPP) 8
Customer Inquiry Dispute Page 10
Main Page 10
Terminology 11
Field Definitions 13
Basic Navigation 14
How to Create a New Case (Inquiry Ticket) 16
Add Comments 21
View Comments 22
Searching 23
Advanced Search 24
How to Create a New Case (Settlement Dispute) 25
Reports (printing cases) 28
Special Tips 30
Entry ID 30
Back Arrow, Go, Back to List 30
Cloning a Case 31
Tracking Case Details 32
Client Responses 33

Introduction

The ISO has launched a new system to improve our customers' ability to submit and track their business inquiries and disputes. The new system is called "**CIDI**", the **C**ustomer **I**nquiry, **D**ispute & **I**nformation system. **CIDI** is pronounced like 'city,' and it replaces both IMS and SDS, our prior issues management and settlement dispute systems.

For our customers, **CIDI** represents a significant improvement over IMS and SDS. **CIDI** is built on a robust, web-based platform created by SalesForce.com, a global leader in Customer Relationship Management systems. With **CIDI**, you can:

- Assign your own priority to your issues (IMS only)
- Email from the system anyone you choose with information and updates on your tickets (IMS only for now, but the request has been made to add this feature for SDS)
- Receive automatic reminders including status changes, pending tasks for one of your tickets, or an action item reminder at a future follow-up date you can set.
- Enter longer text descriptions, up to 32,000 characters
- Attach and access files related to your ticket
- Enter text in Case Comments that track with dates the historical interactions, with the ISO (IMS only)
- Disagree with a resolution, provide comments and automatically re-assign the issue back to the ISO (IMS only)

CIDI was developed in partnership with a newly formed ISO customer focus group called CPG or Customer Partnership Group, and is designed with our customers in mind. The ISO has incorporated many suggestions from this group into the initial rollout and is looking forward to partnering with this group to develop and enhance the functionality and usability of CIDI as we move forward together.

We hope you find **CIDI** to be an effective tool for managing your business interactions with the ISO. Feel free to call your client representative if you have questions.

Thank you,

Don Fuller
Director, Customer Services and Industry Affairs

Inquiry and Dispute Process

Types of Inquiries

The following inquiries/cases can be entered into CIDI:

- Inquiries
    - Verifying or updating Master File information
    - Updates of personnel for application access
    - Inquiries on Charge Types
    - Metering questions
    - Scheduling Questions
    - Digital Certifications
    - Name changes
    - Additional SCIDs
    - New Banking Information
    - Market Simulation Issues
- Settlements Disputes

Those inquiries/cases that should not be entered into CIDI are:

- Connectivity issues; managed through the CAISO Help Desk
- Real Time issues; handled by the CAISO Real Time desks.

Resolution Time

The ISO is committed to meeting clients' expectations regarding the fast resolution of cases. To the extent practical, the ISO will endeavor to resolve all cases within 10 business days or less. Settlement Disputes will continue to be processed as they are today according to the methodology outlined in Settlements and Billing BPM.

If an SC calls or emails their Client Representative to request a case be entered into CIDI, the Client Representative will enter the case into CIDI by the close of business on the day received. If the SC seeks faster attention to their case, they can enter the case directly into CIDI, and follow up with a phone call, thereby ensuring that the ISO team has all of the pertinent information and is aware of the case.

Time Sensitive Cases

If a case requires resolution within a 60-minute time horizon, the ISO strongly recommends that the SC contact their Client Representative by telephone.

Client Priority Field

In response to feedback from our customers, the ISO has included a customer priority field to assist the ISO in understanding the priority of cases that you submit. Please work with your client representative to establish a process regarding the use of this field.

Getting Started

You must have a Scheduling Coordinator ID (SCID) and have a CAISO Multi-Application (CMA) digital certificate installed along with access to the Portal before you can use CIDI.

1. Be sure to install the certificate per the instructions provided to you.

2. If you do not have a certificate and/or do not have access to the portal, then request access using the Application Access Request Form (AARF) located at:

   http://www.caiso.com/docs/2000/03/01/20000301101959265 38.xls

   Once you have access, open Internet Explorer and type: ***https://portal.caiso.com***. Bookmark this page.

3. The Market Participant Portal (MPP) Home page will be displayed with the Issue Management and Settlements Disputes views displayed within a Portlet similar to today.

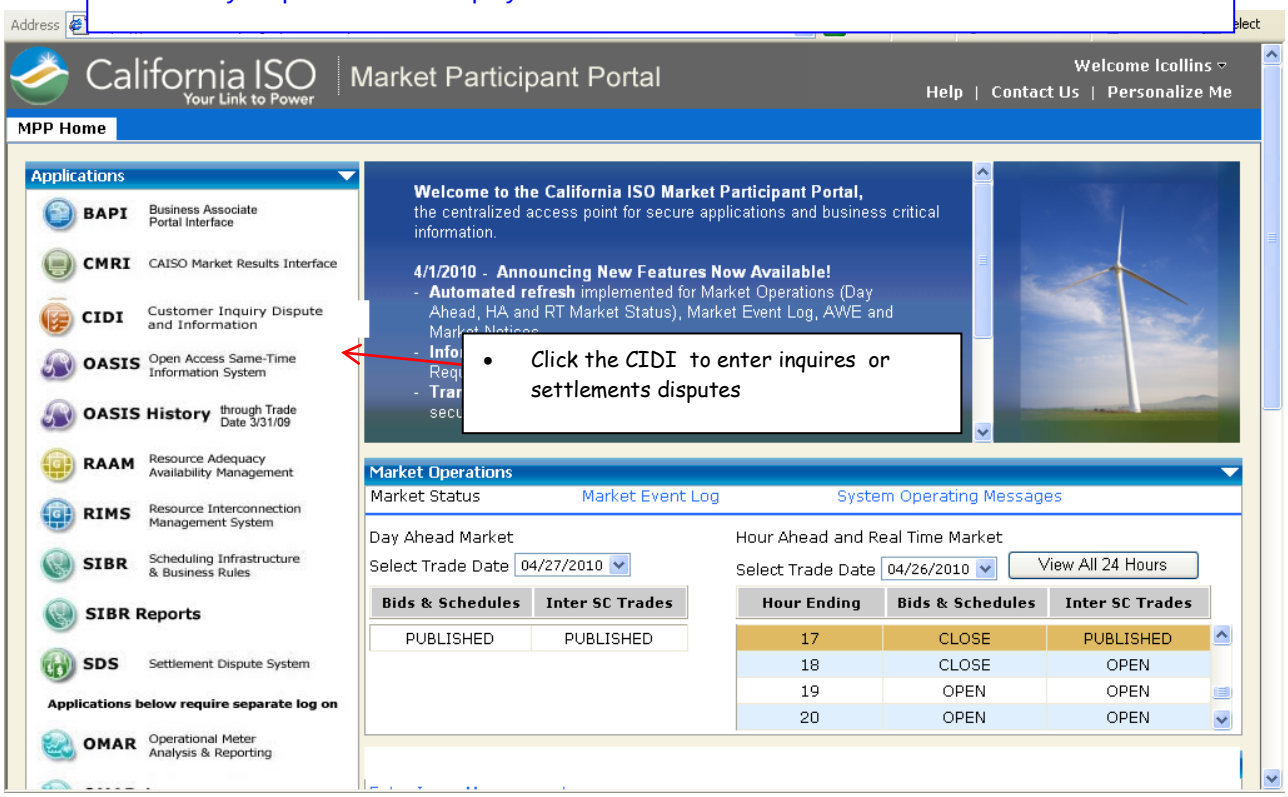
Market Participant Portal (MPP)

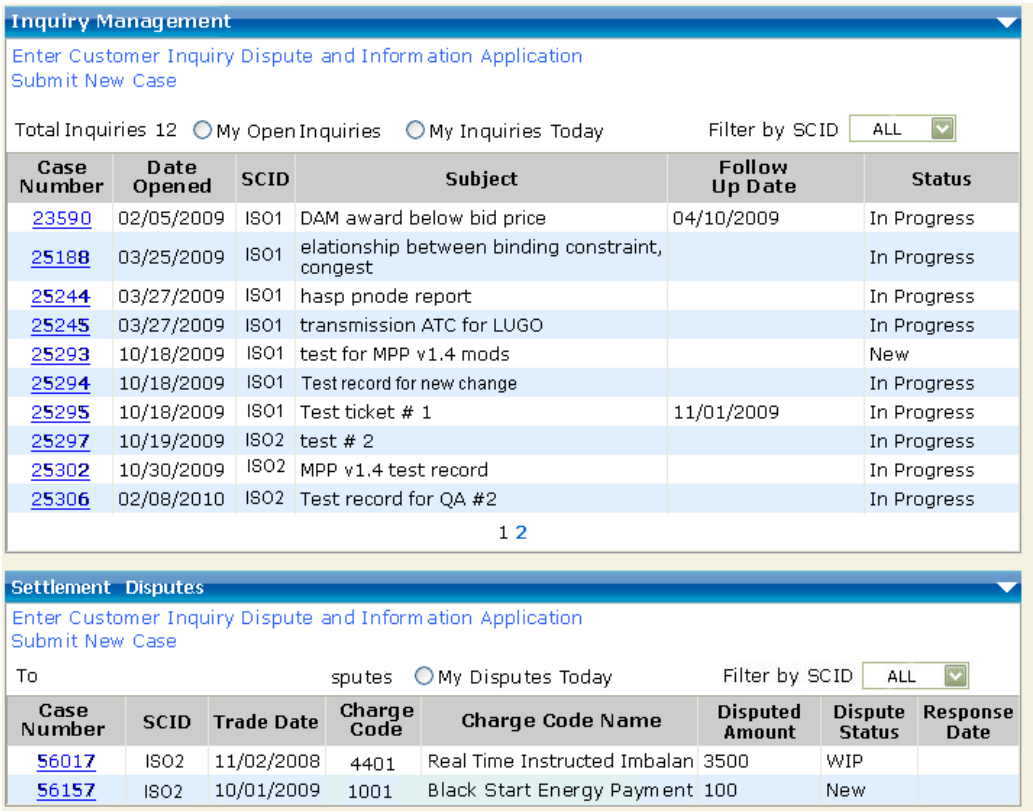
The Market Participant Portal adds value to Market Participant businesses by streamlining access to secure ISO applications and business-critical information, enabling more efficient participation with the ISO by having:

- Centralized access to ISO applications
- Single log-on to applications using digital certificates
- Centralized access to public information sources of frequent use

MPP has Active Portlets to Issue Management, Settlements Disputes, the ISO Calendar, Market Notices, AWE and System Operating Messages. It also has links to legacy applications - ADS, SLIC, OMAR, SRS (no single sign-on) in addition to single sign-on links to new applications – RR (Resource Requirements).

All the SCIDs will be available to select per digital certificate profile. Individual SCIDs can be selected to display all issues entered for that specific SCID or all Issues for all SCIDs within your profile can be displayed.


California ISO
Your Link to Power
Market Participant Portal
Welcome lcollins
Help | Contact Us | Personalize Me
MPP Home
Applications
BAPI Business Associate Portal Interface
CMRI CAISO Market Results Interface
CIDI Customer Inquiry Dispute and Information
OASIS Open Access Same-Time Information System
OASIS History through Trade Date 3/31/09
RAAM Resource Adequacy Availability Management
RIMS Resource Interconnection Management System
SIBR Scheduling Infrastructure & Business Rules
SIBR Reports
SDS Settlement Dispute System
Applications below require separate log on
OMAR Operational Meter Analysis & Reporting
Welcome to the California ISO Market Participant Portal,
the centralized access point for secure applications and business critical information.
4/1/2010 - Announcing New Features Now Available!
- Automated refresh implemented for Market Operations (Day Ahead, HA and RT Market Status), Market Event Log, AWE and
Click the CIDI to enter inquires or settlements disputes
Market Operations
Market Status
Market Event Log
System Operating Messages
Day Ahead Market
Select Trade Date 04/27/2010
Bids & Schedules
Inter SC Trades
PUBLISHED
PUBLISHED
Hour Ahead and Real Time Market
Select Trade Date 04/26/2010
View All 24 Hours
Hour Ending
Bids & Schedules
Inter SC Trades
17 CLOSE PUBLISHED
18 CLOSE OPEN
19 OPEN OPEN
20 OPEN OPEN



Inquiry Management

Enter Customer Inquiry Dispute and Information Application
Submit New Case

Total Inquiries 12 ○ My Open Inquiries ○ My Inquiries Today Filter by SCID ALL

Case Number	Date Opened	SCID	Subject	Follow Up Date	Status
23590	02/05/2009	ISO1	DAM award below bid price	04/10/2009	In Progress
25188	03/25/2009	ISO1	elationship between binding constraint, congest		In Progress
25244	03/27/2009	ISO1	hasp pnode report		In Progress
25245	03/27/2009	ISO1	transmission ATC for LUGO		In Progress
25293	10/18/2009	ISO1	test for MPP v1.4 mods		New
25294	10/18/2009	ISO1	Test record for new change		In Progress
25295	10/18/2009	ISO1	Test ticket # 1	11/01/2009	In Progress
25297	10/19/2009	ISO2	test # 2		In Progress
25302	10/30/2009	ISO2	MPP v1.4 test record		In Progress
25306	02/08/2010	ISO2	Test record for QA #2		In Progress

1 2

Settlement Disputes

Enter Customer Inquiry Dispute and Information Application
Submit New Case

To sputes ○ My Disputes Today Filter by SCID ALL

Case Number	SCID	Trade Date	Charge Code	Charge Code Name	Disputed Amount	Dispute Status	Response Date
56017	ISO2	11/02/2008	4401	Real Time Instructed Imbalan	3500	WIP	
56157	ISO2	10/01/2009	1001	Black Start Energy Payment	100	New	

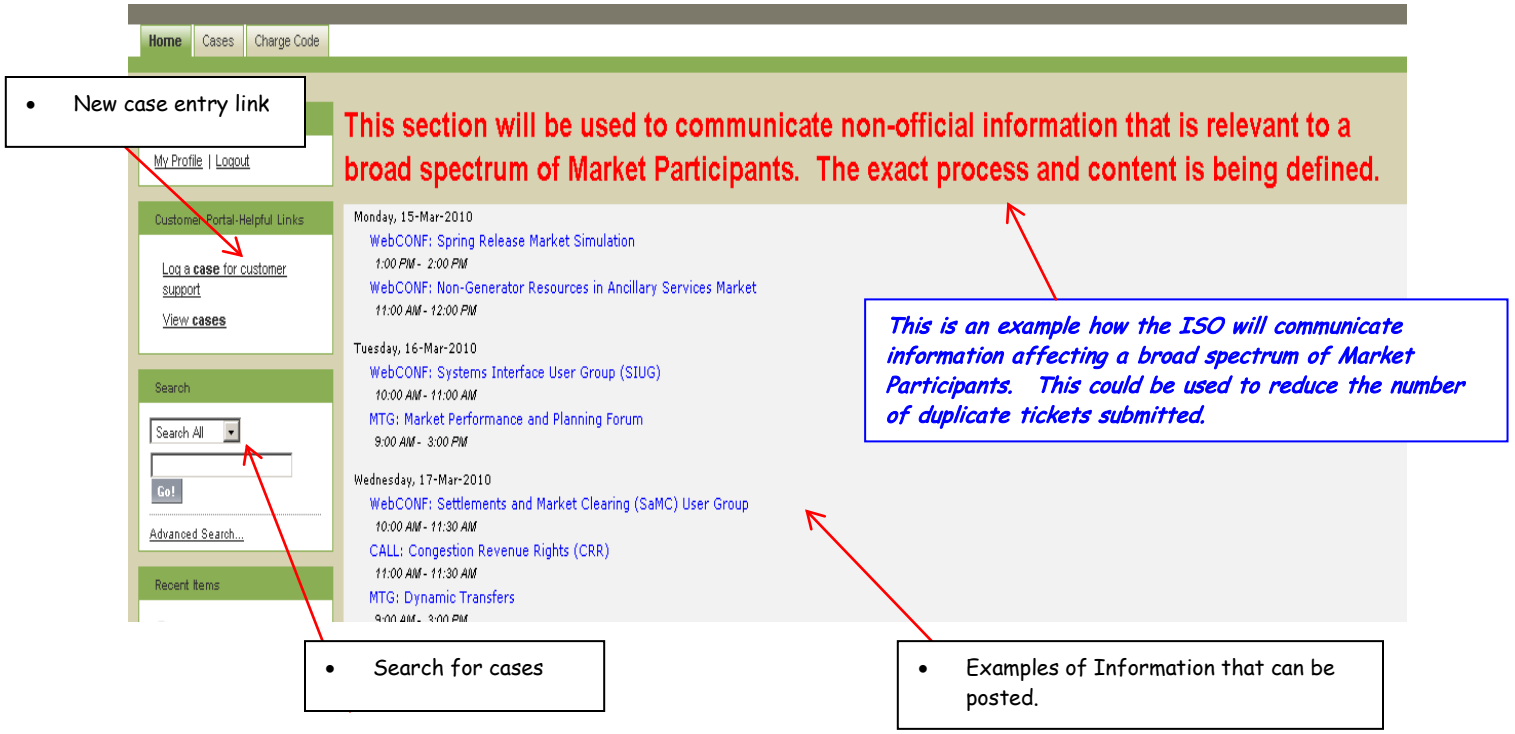
The CIDI button on the previous page takes you to the CIDI application. However, the individual portlets are also displayed in the center of the MPP page by scrolling down below Market Operations

Customer Inquiry Dispute Page

From the California ISO Market Participant Portal page, the CIDI application is available through either the CIDI link on the left or

Home Page

Click the “CIDI” link to gain access to the CIDI application. The Home page is where you can create a “New Case”, view system notices or search for existing cases.

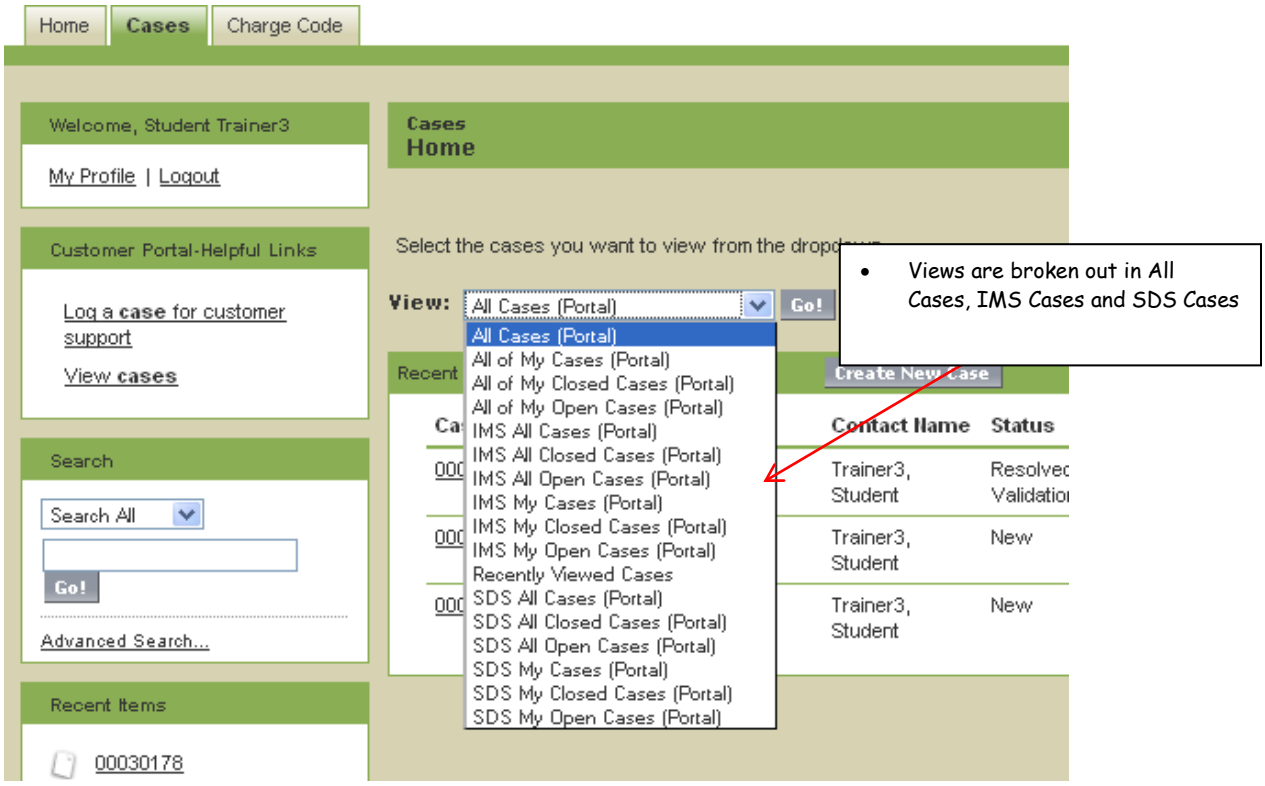

Home
Cases
Charge Code
My Profile | Logout
Customer Portal-Helpful Links
Log a case for customer support
View cases
Search
Search All
Go!
Advanced Search...
Recent Items
This section will be used to communicate non-official information that is relevant to a broad spectrum of Market Participants. The exact process and content is being defined.
Monday, 15-Mar-2010
WebCONF: Spring Release Market Simulation
1:00 PM - 2:00 PM
WebCONF: Non-Generator Resources in Ancillary Services Market
11:00 AM - 12:00 PM
Tuesday, 16-Mar-2010
WebCONF: Systems Interface User Group (SIUG)
10:00 AM - 11:00 AM
MTG: Market Performance and Planning Forum
9:00 AM - 3:00 PM
Wednesday, 17-Mar-2010
WebCONF: Settlements and Market Clearing (SaMC) User Group
10:00 AM - 11:30 AM
CALL: Congestion Revenue Rights (CRR)
11:00 AM - 11:30 AM
MTG: Dynamic Transfers
• New case entry link
This is an example how the ISO will communicate information affecting a broad spectrum of Market Participants. This could be used to reduce the number of duplicate tickets submitted.
• Search for cases
• Examples of Information that can be posted.

Terminology

Tab - across the top of a page. Clicking on a tab can take you to the home page, a Case page or to the Charge Code Page

Cases page– The tab used to create a new inquiry or a settlement dispute, each having its own unique identifying number

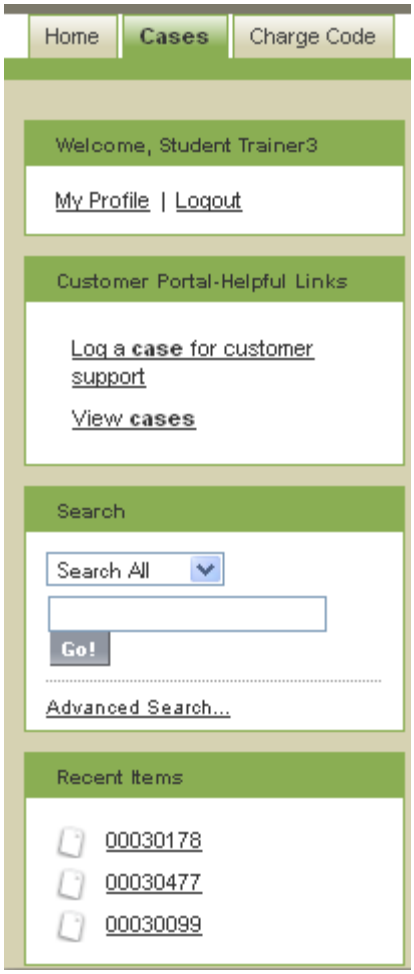
Views – are filters that display only certain records for the view criteria. You can select from pre-defined views.



Hyperlinks – can take you to different pages in the application

Detail Pages – drill down into the case created with more detailed information/fields

Side Bar – side bar offers a quick link to log a case, view cases, recent cases and search

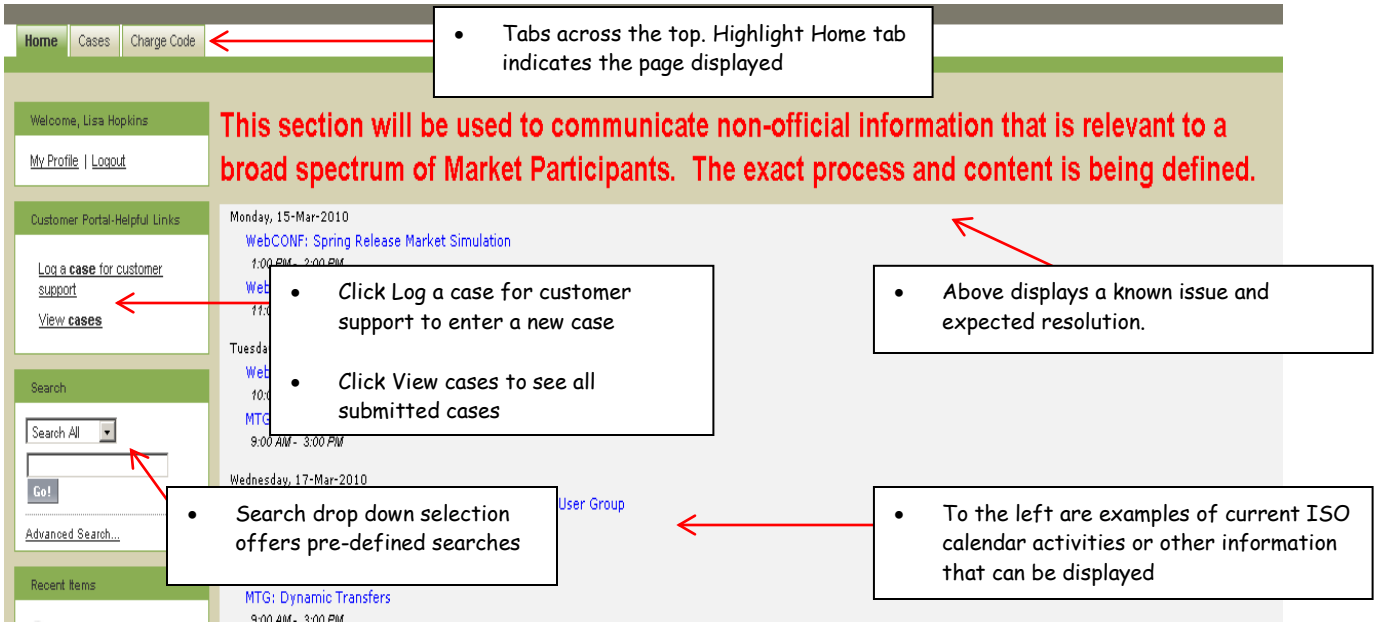


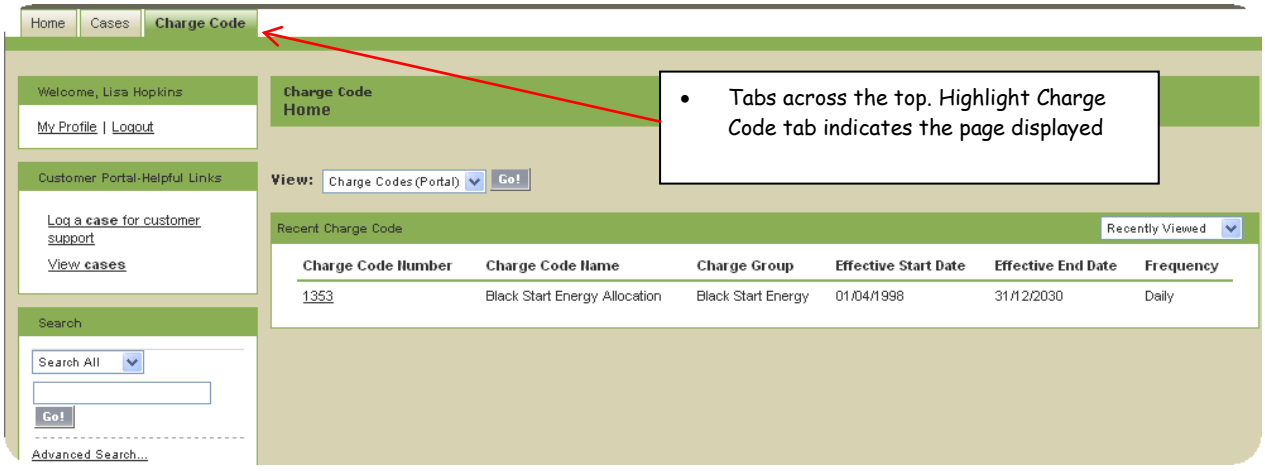
Field Definitions

Field Name	Description
Date/Time Opened	Date and time the case was entered into the system
SCID	This is the ID that identifies your company Note: Some companies have many SCIDs. Be sure to select the SCID related to the case. If the SCID is not displayed, contact the Client Representative
Subject	Short description of the Issue up to 255 characters. Put important information from the issue, something unique that describes issue. Example: Inaccurate OASIS ATC Values (5/25/06 – 5/31/06)
Follow Up Date	Used to send an email reminder for the case.
New Case	Used to create a "Case" , either an Inquiry or a Settlement Dispute
Description	Details relating to the issue. Full explanation of the subject up to 32,000 characters
Case Comments	Used to provide comments and communication to the ISO.
Responsible Owner	IMS -The client representative for the account or the ISO employee (AM) responsible for ensuring the case is resolved. SDS – The dispute analyst assigned to the case.
Client Field 1, 2, 3	This field is a free form text field for the user to enter key words that can be used for searching, filtering and reporting. (IMS only)
Contact Name	The name of the contact person for whom the issue is recorded
Contact Phone	The contact phone number for the contact on the case.
Contact Email Address	The email address for the contact on the case.
Email Recipients	This field that allows the user to enter multiple emails that will be copied on changes to the case including significant status and case comments.
Status	Indicates where the case is in the process. **New** – A case will have this status when it is first created. **Assigned –** A case will have this status when an owner has been designated *to work the case. This could be the client rep, a SME or a dispute analyst.* **Awaiting Client Response –** Used to communicate to customers that there is an action/information required from them. **Resolved Pending Validation–** A case that has had a solution /resolution provided and is waiting for client verification. (IMS only) **Pending Recalc –**An approved dispute case that is pending the dispute analysts' verification of corrections associated with the dispute case on the recalculated Settlement statement. **Closed –** A case that the resolution has been accepted or dispute case where the Dispute Determination has been made and communicated to the Contact. **On Hold** – Used for unique cases that do not follow the normal 10 day target resolution process

Basic Navigation

Select the Home tab and then select another tab for example, Charge Code and the Charge Code page is displayed (note tab is highlighted in green as being the active page. This screen shot shows Home as being active.)

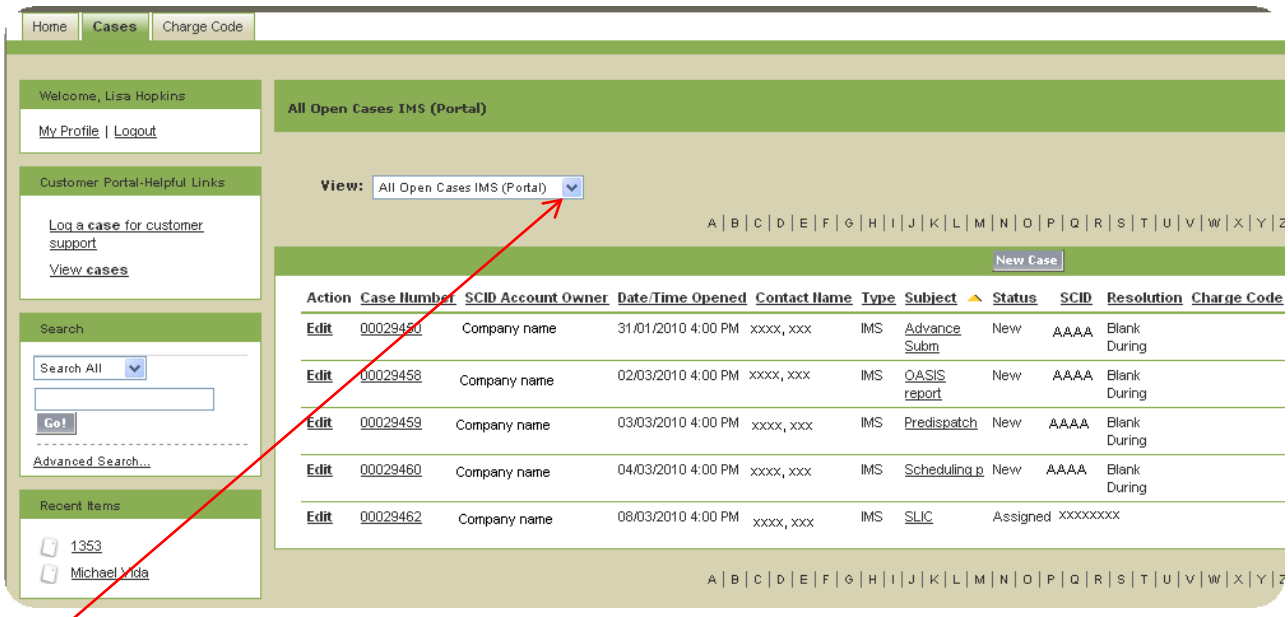

Home
Cases
Charge Code
Tabs across the top. Highlight Home tab indicates the page displayed
Welcome, Lisa Hopkins
My Profile | Logout
This section will be used to communicate non-official information that is relevant to a broad spectrum of Market Participants. The exact process and content is being defined.
Customer Portal-Helpful Links
Log a case for customer support
View cases
Click Log a case for customer support to enter a new case
Click View cases to see all submitted cases
Above displays a known issue and expected resolution.
Search
Search All
Go!
Advanced Search...
Search drop down selection offers pre-defined searches
Recent Items
Monday, 15-Mar-2010
WebCONF: Spring Release Market Simulation
Wednesday, 17-Mar-2010
User Group
MTG: Dynamic Transfers
To the left are examples of current ISO calendar activities or other information that can be displayed



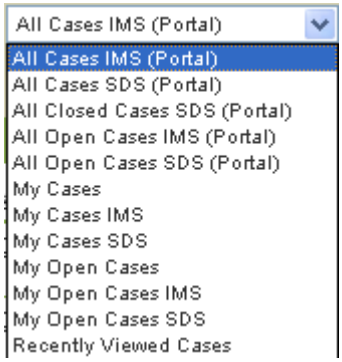
The above screen shot shows Charge Code as being active.

Select the Cases tab and Cases Home page is displayed.

Click the drop down arrow in view and select a filtered view, such as “All Open Cases IMS”.


Home
Cases
Charge Code
Welcome, Lisa Hopkins
My Profile | Logout
Customer Portal-Helpful Links
Log a case for customer support
View cases
Search
Search All
Go!
Advanced Search...
Recent Items
1353
Michael Vida
All Open Cases IMS (Portal)
View: All Open Cases IMS (Portal)
A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z
New Case
Action Case Number SCID Account Owner Date/Time Opened Contact Name Type Subject Status SCID Resolution Charge Code
Edit 00029460 Company name 31/01/2010 4:00 PM xxxx, xxx IMS Advance Subm New AAAA Blank During
Edit 00029458 Company name 02/03/2010 4:00 PM xxxx, xxx IMS OASIS report New AAAA Blank During
Edit 00029459 Company name 03/03/2010 4:00 PM xxxx, xxx IMS Predispatch New AAAA Blank During
Edit 00029460 Company name 04/03/2010 4:00 PM xxxx, xxx IMS Scheduling p New AAAA Blank During
Edit 00029462 Company name 08/03/2010 4:00 PM xxxx, xxx IMS SLIC Assigned xxxxxxxx

By selecting from the drop down in View, you can filter the cases according to IMS cases, SDS cases.

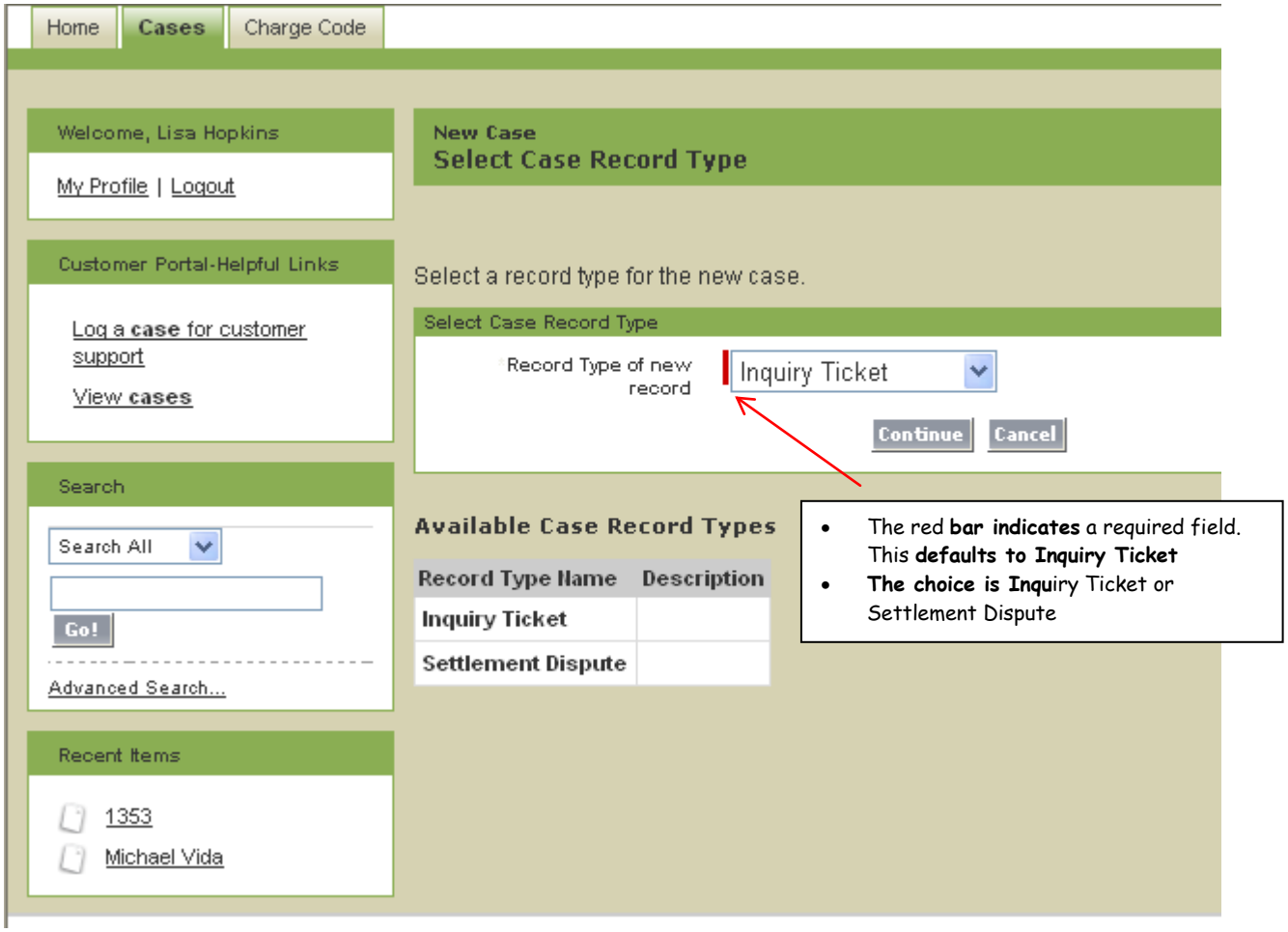


If there is a “Go” button next to selection, you must click “Go” to make the selection active.

How to Create a New Case (Inquiry Ticket)

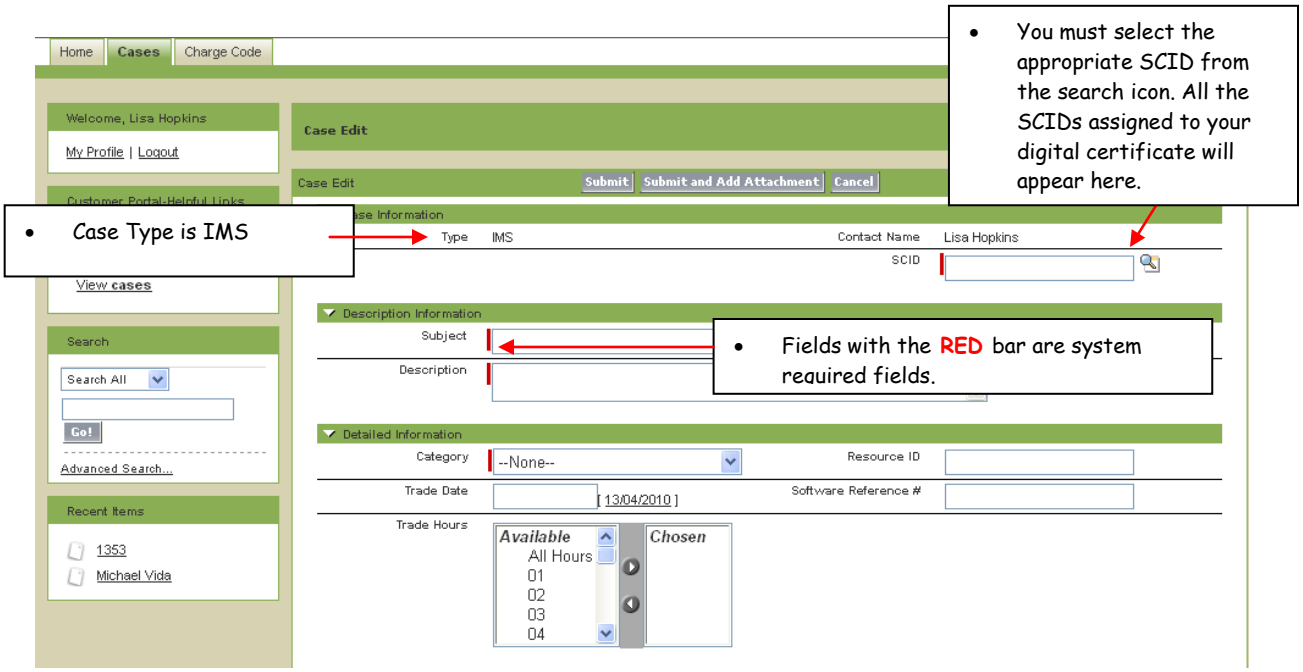
All inquires requiring action must be entered into the CIDI application. Each Scheduling Coordinator has an assigned Client Representative.

1. Click “Log a case for customer support” link on the Cases tab
2. The screen will indicate New Case, Select Case Record Type
    a. Select Inquiry Ticket
3. Click the Continue button



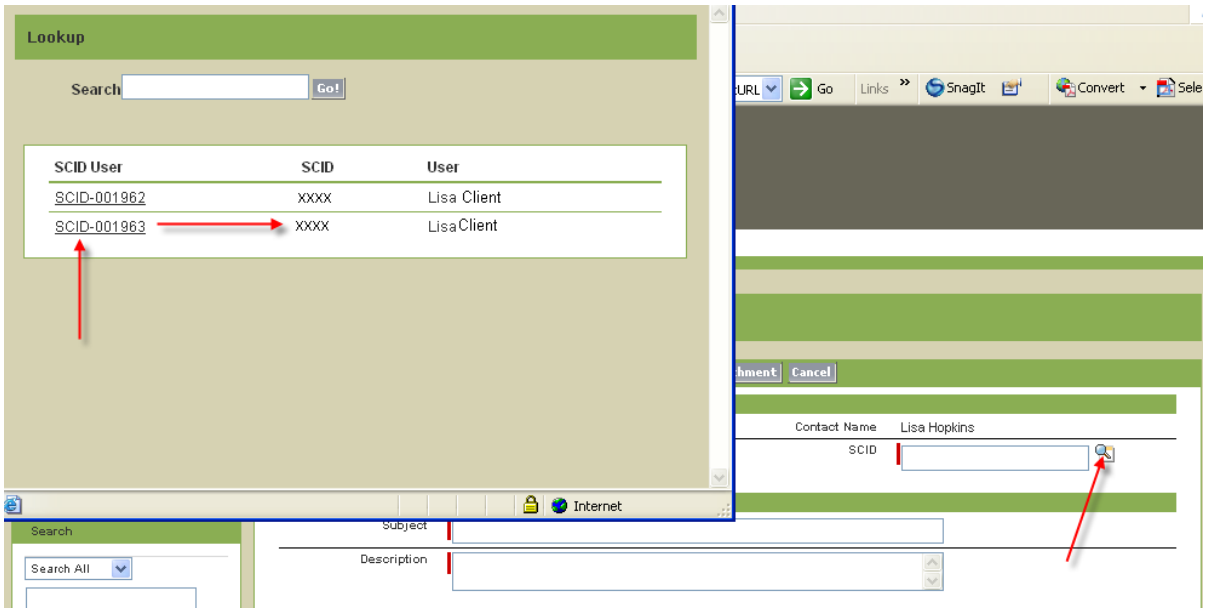
4. The “Case Edit” screen displays:

    a. This is the Case Edit screen for Inquiry cases



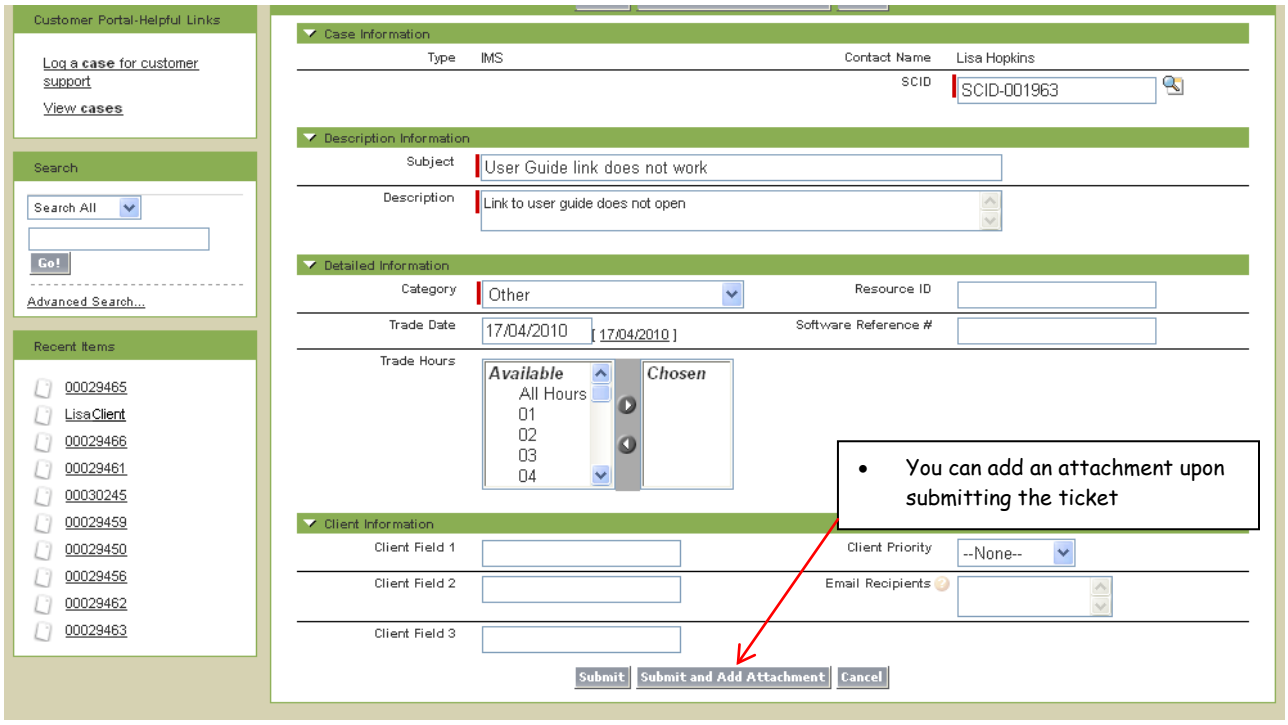
5. Enter:

- Select SCID: (Do not be concerned that the text “SCID-00xxxx” appears. This is a system value that will not remain in the SCID field once the case is saved)
- Subject: This is a required field. This should be a short description of the issue
- Description: This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
- Category: Select a Category from the drop down that you feel may the source of the case
- Resource ID: Enter this information if applicable
- Trade Date: If applicable type this information or select from a calendar by clicking on the field: Trade Hour: Select, all, or multiple trade hours by double clicking the available hour. Your selection will be added to the right hand chosen column



6. Selecting SCID

- Click the search icon and the Lookup window is displayed
- Click on the SCID User link for the appropriate SCID

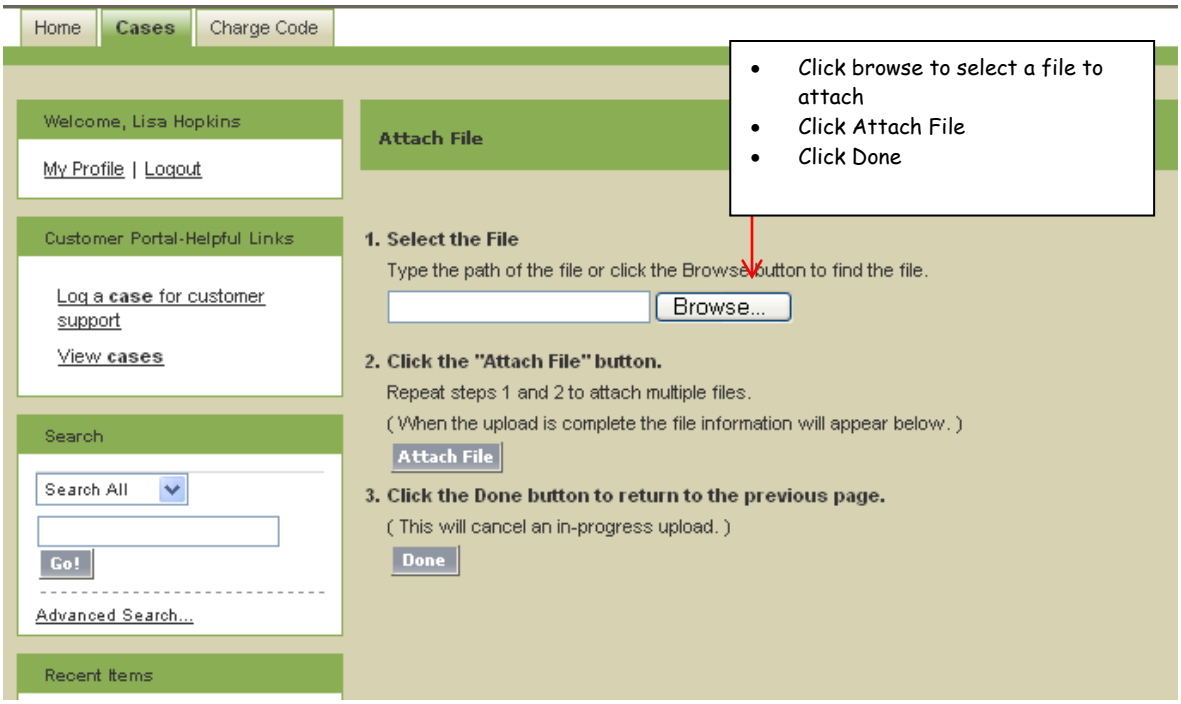


7. Click Submit or Submit and Add Attachment

8. To add an “attachment”:

   a. In this example, the Submit and Add an Attachment button was selected

   b. Follow the instructions on the page to add an attachment

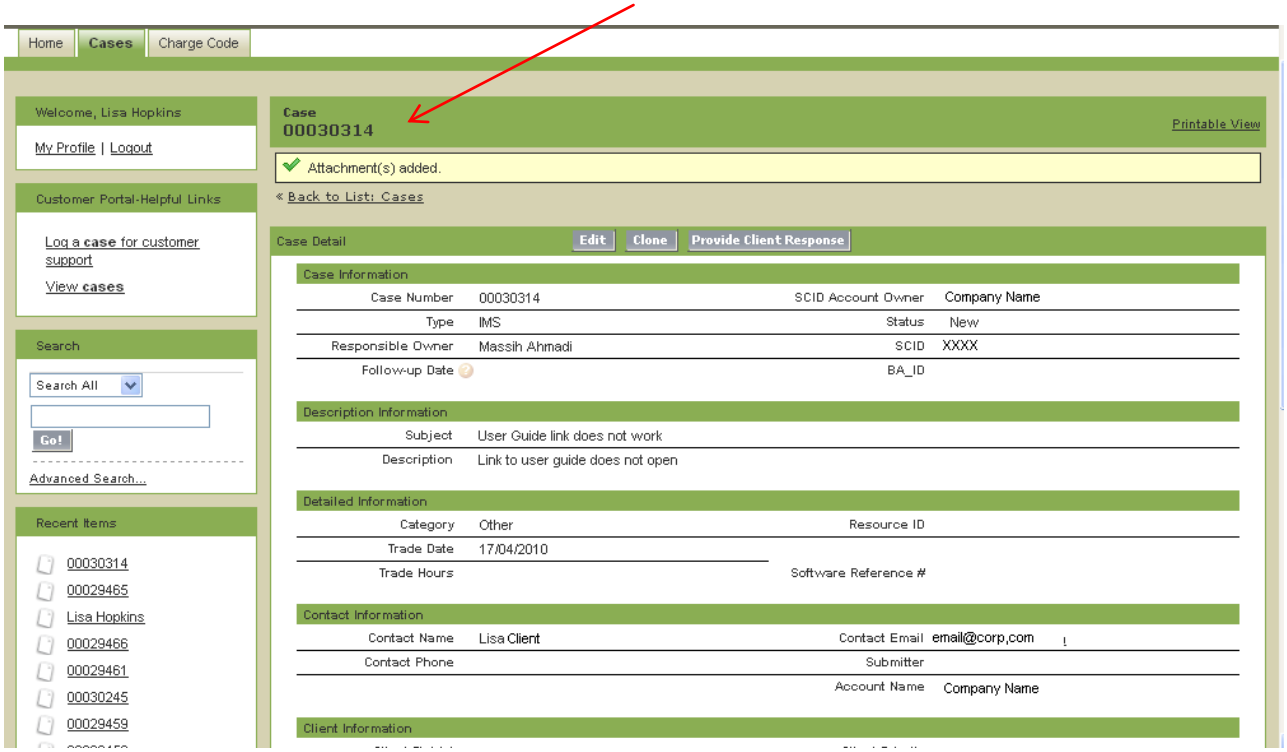

Home
Cases
Charge Code
Welcome, Lisa Hopkins
My Profile | Logout
Customer Portal-Helpful Links
Log a case for customer support
View cases
Search
Search All
Go!
Advanced Search...
Recent Items
Attach File
1. Select the File
Type the path of the file or click the Browse button to find the file.
Browse...
2. Click the "Attach File" button.
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
Attach File
3. Click the Done button to return to the previous page.
(This will cancel an in-progress upload.)
Done
Click browse to select a file to attach
Click Attach File
Click Done

9. Click Attach File to add the file. It will appear in the window below.

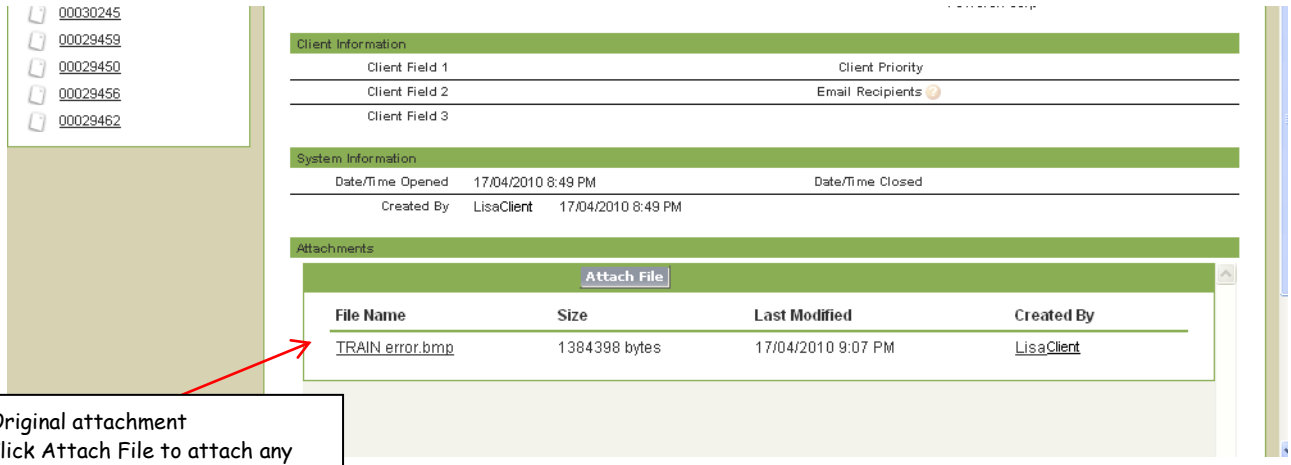
Home
Cases
Charge Code
Welcome, Lisa Hopkins
My Profile | Logout
Customer Portal-Helpful Links
Log a case for customer support
View cases
Search
Search All
Go!
Advanced Search...
Recent Items
00030314
Attach File
1. Select the File
Type the path of the file or click the Browse button to find the file.
Browse...
2. Click the "Attach File" button.
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
Attach File
3. Click the Done button to return to the previous page.
(This will cancel an in-progress upload.)
Done
You have just uploaded the following file
File Name TRAIN error.bmp
Size 1.32MB

10. Click Done to move to the next screen

11. Completed Case with attachment and case number



** bottom of case page

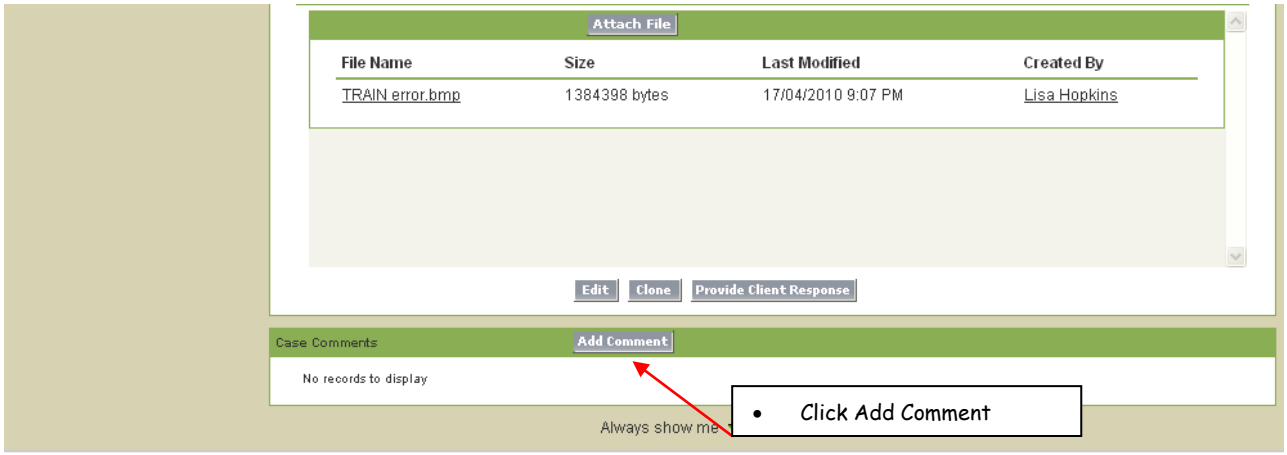


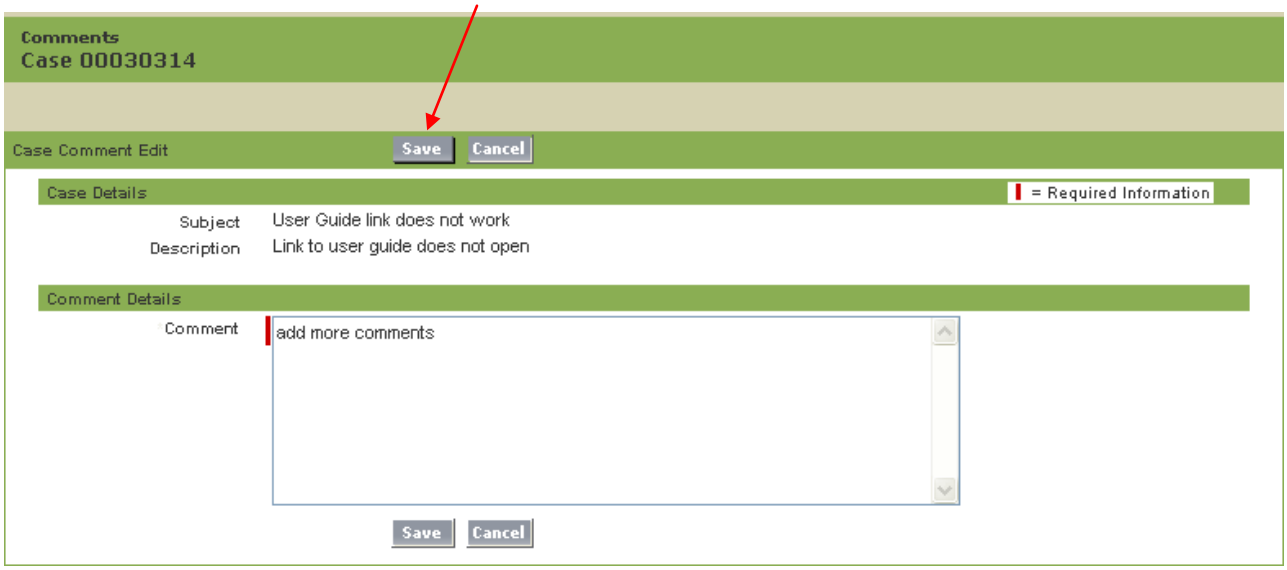
- Original attachment
- Click Attach File to attach any additional documents

Add Comments

On the completed case page you can add any additional comments or view any comments added.

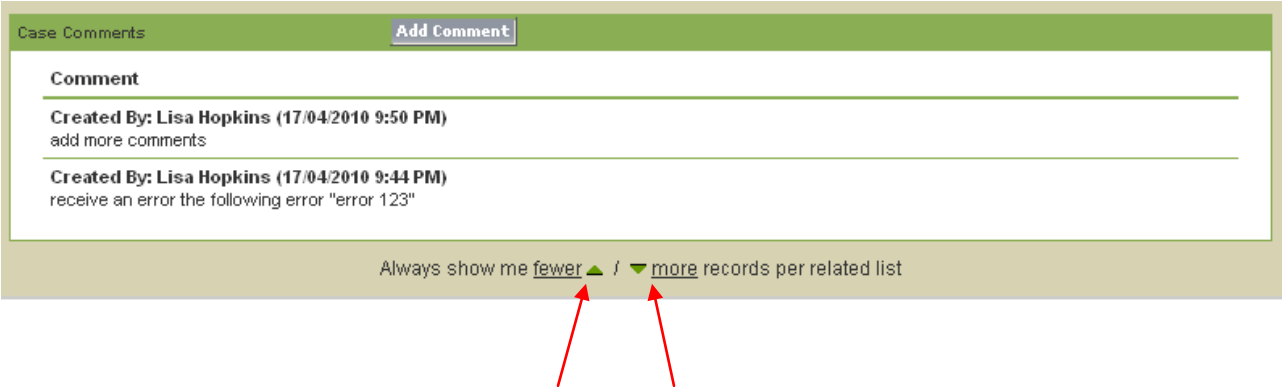
1. Click Add Comment
2. Enter new comment
3. Click Save





View Comments

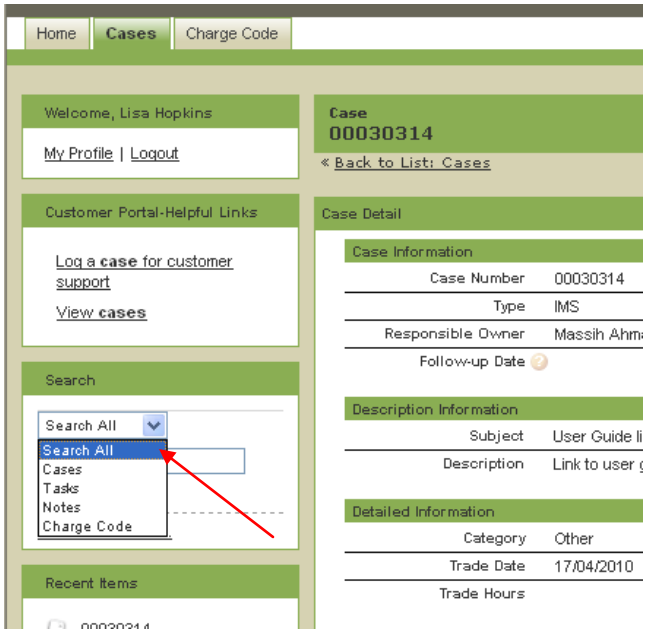
You can view fewer or more comments by clicking the up and down arrows as indicated below.


Case Comments
Add Comment
Comment
Created By: Lisa Hopkins (17/04/2010 9:50 PM)
add more comments
Created By: Lisa Hopkins (17/04/2010 9:44 PM)
receive an error the following error "error 123"
Always show me fewer / more records per related list

Settlement Dispute cases are non-editable once submitted. If you wish to make a change to a submitted Settlements Dispute case, please contact your Client Representative, or send an email to ISODisputes@caiso.com.

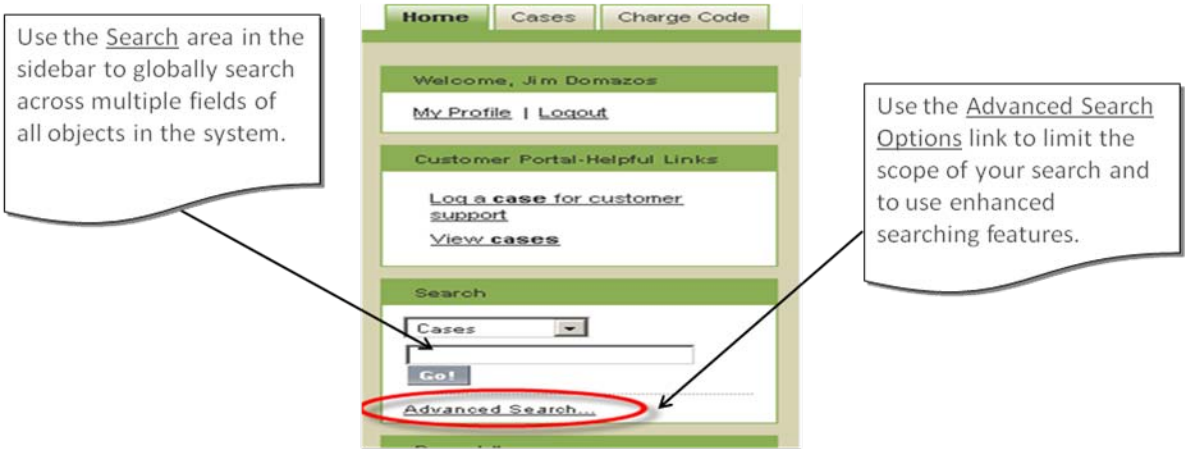
Searching

The search area on the left column of the page allows you to search my case, task, notes or charge code. You can also enter a specific case #



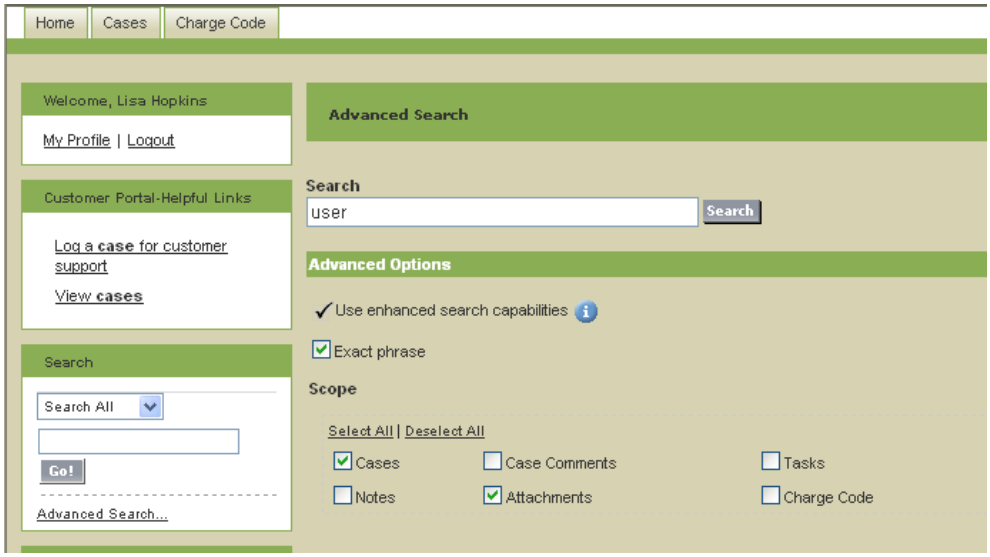
Clicking the back arrow in the browser will take you back to the exact previous view where you were before. The “Back to List: Cases “ link takes you back to the default screen before you searched. Remember to click the “Go” Button to return to the view you had previously selected.

Advanced Search


Use the Search area in the sidebar to globally search across multiple fields of all objects in the system.
Home
Cases
Charge Code
Welcome, Jim Domazos
My Profile | Logout
Customer Portal-Helpful Links
Log a case for customer support
View cases
Search
Cases
Go!
Advanced Search...
Use the Advanced Search Options link to limit the scope of your search and to use enhanced searching features.

NOTE: To find all records that start with a certain phrase, you must add an **asterisk (*)** at the end of the word. For EXAMPLE: To find all records with the word "Test" in them, you must type "tes*"- NOT simply "tes".

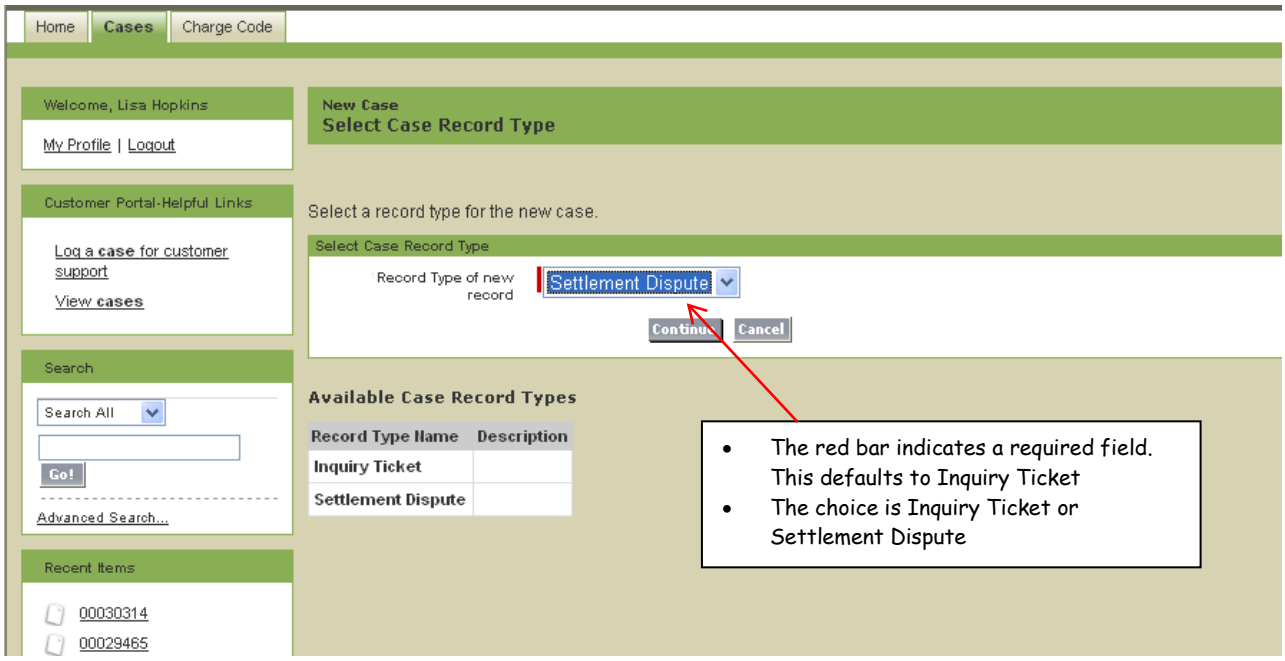
Advanced Search allows you to search by phrase, attachment, case number or any combination.



How to Create a New Case (Settlement Dispute)

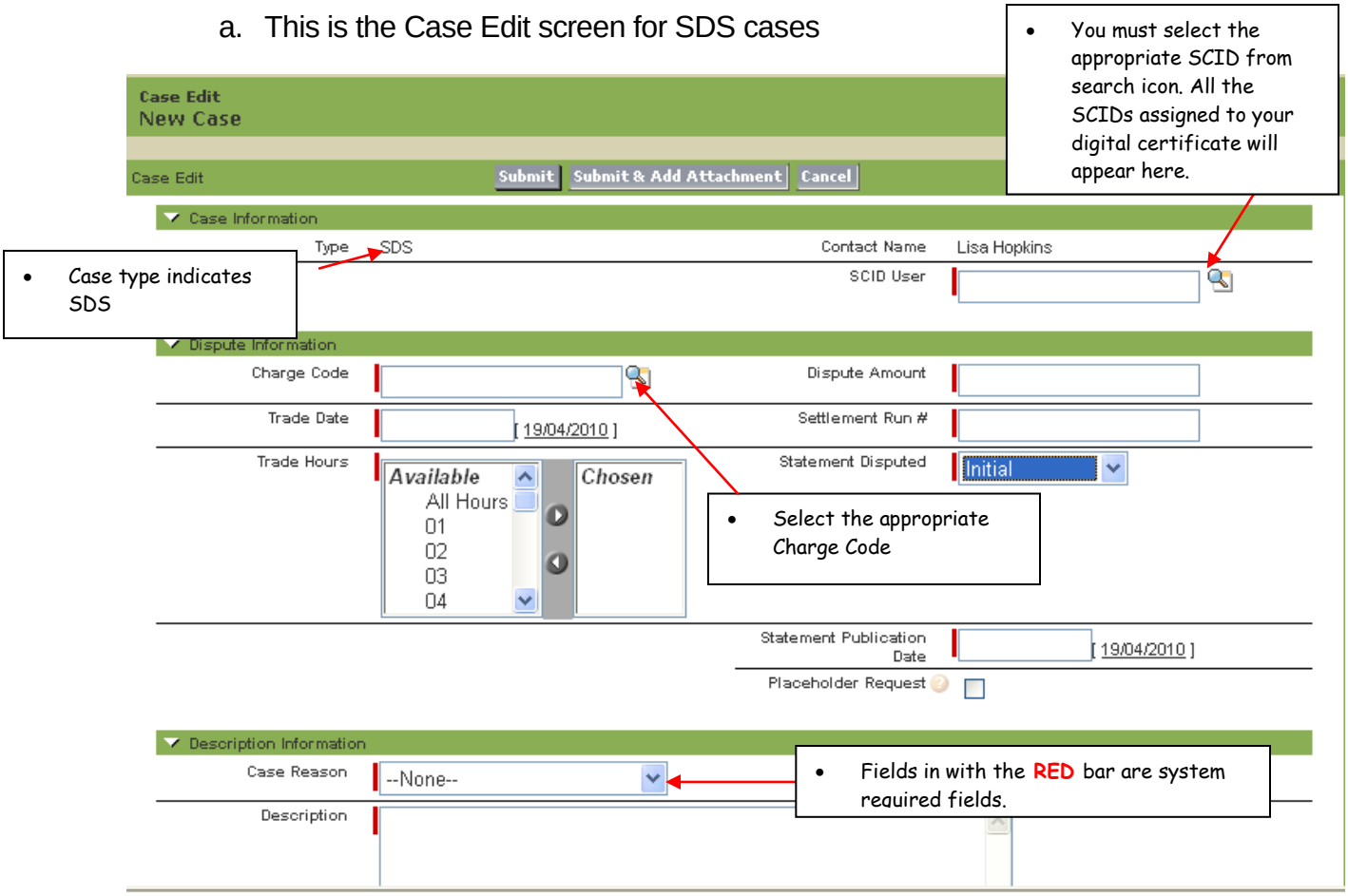
All Settlement disputes must be entered into the CIDI application.

1. Click “Log a case for customer support” link on the Cases tab
2. The screen will indicate New Case, Select Case Record Type
3. Select Settlement Dispute
4. Click the Continue button



The “Case Edit” screen displays:

a. This is the Case Edit screen for SDS cases



5. Enter all required fields:

- SCID User
- Charge Code
- Trade Date
- Trade Hours
- Dispute Amount
- Settlement Run #
- Statement Disputed
- Statement Publication Date
- Case Reason
- Description(32k char)

System Validations :
Trade Date : < Today.
Trade Hours : If “All Hours” is selected, individual hours cannot also be selected.
Settlement Run : Must be a numeric value, at least 10 digits in length
Statement Publication Date : <= Today.

6. Click Submit or Submit and Add Attachment at the top or bottom of the page

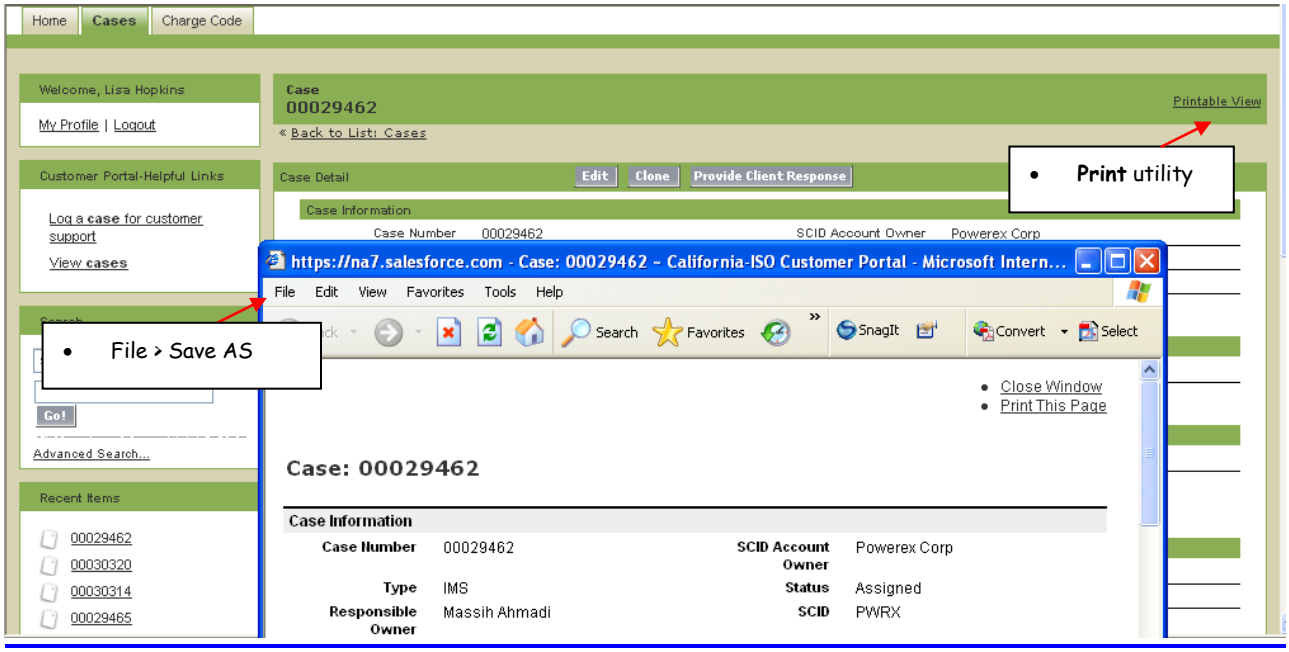
    a. Follow the same method to add attachments as described above for Inquiry cases.

NOTE: Settlement Dispute cases are non-editable once submitted. If you wish to make a change to a submitted Settlements Dispute case, please contact your Client Representative or send an e-mail to ISODisputes@caiso.com.

Reports (printing cases)

CIDI offers you the ability to print an individual case detail or a view/list of cases. Below is the printable view from an individual case

1. Click the Printable View on a case
2. Print View window is displayed
3. Click Print this page

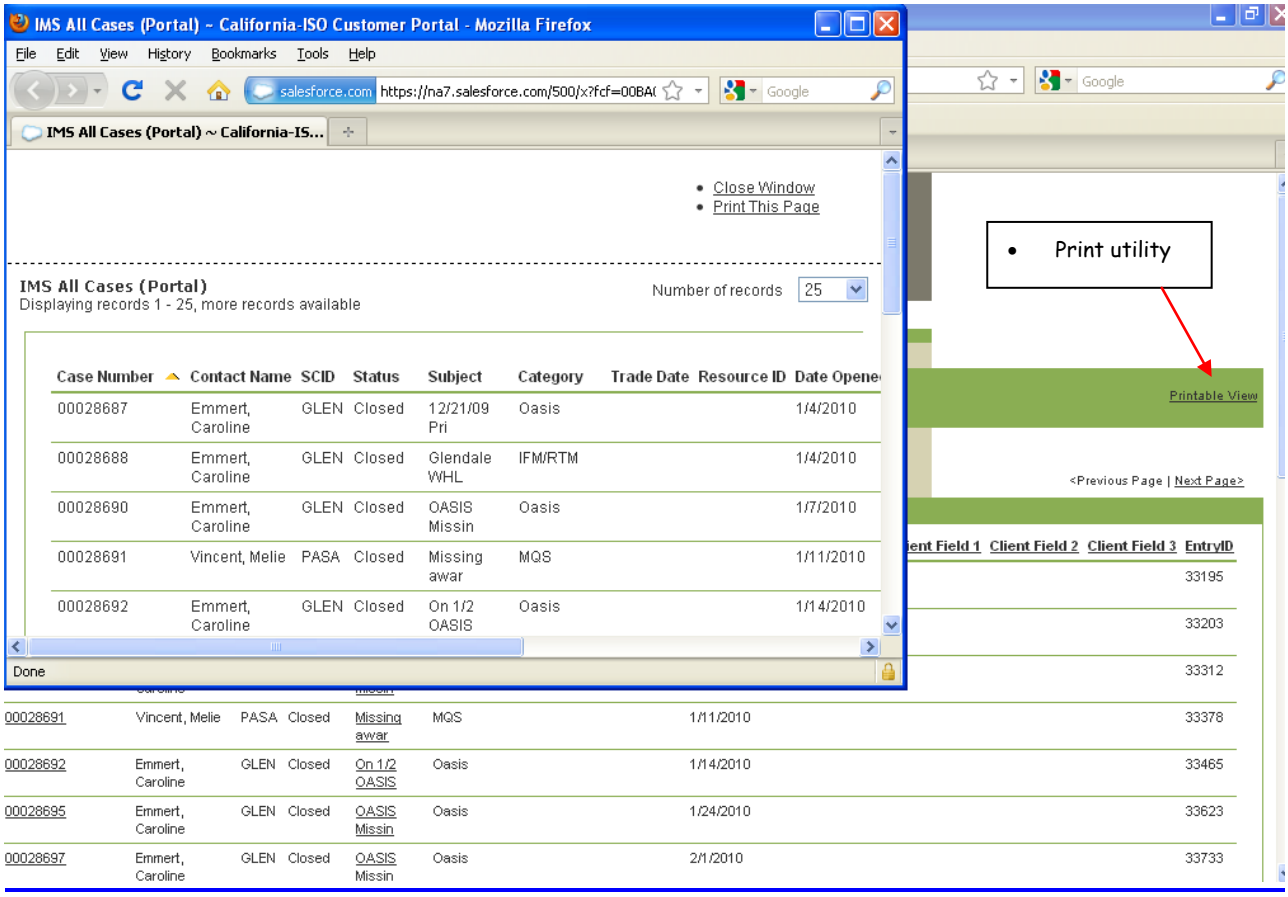


You can save the printable version to a folder by clicking File > Save As in the print window.

CAISO PUBLIC

You can also print from a list view.

4. Click the Printable View utility while viewing a list
5. Print View window is displayed
6. Click Print this page

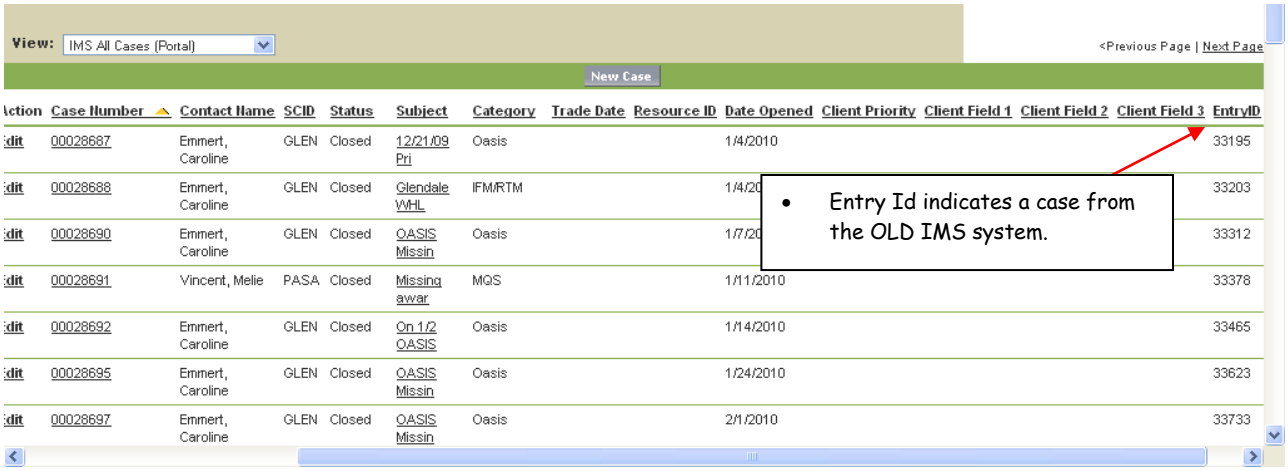

IMS All Cases (Portal) ~ California-ISO Customer Portal - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Close Window
Print This Page
IMS All Cases (Portal)
Displaying records 1 - 25, more records available
Number of records 25
Case Number Contact Name SCID Status Subject Category Trade Date Resource ID Date Opene
00028687 Emmert, Caroline GLEN Closed 12/21/09 Pri Oasis 1/4/2010
00028688 Emmert, Caroline GLEN Closed Glendale WHL IFM/RTM 1/4/2010
00028690 Emmert, Caroline GLEN Closed OASIS Missin Oasis 1/7/2010
00028691 Vincent, Melie PASA Closed Missing awar MQS 1/11/2010
00028692 Emmert, Caroline GLEN Closed On 1/2 OASIS Oasis 1/14/2010
Done
Print utility
Printable View
<Previous Page | Next Page>
Client Field 1 Client Field 2 Client Field 3 EntryID
33195
33203
33312
00028691 Vincent, Melie PASA Closed Missing awar MQS 1/11/2010 33378
00028692 Emmert, Caroline GLEN Closed On 1/2 OASIS Oasis 1/14/2010 33465
00028695 Emmert, Caroline GLEN Closed OASIS Missin Oasis 1/24/2010 33623
00028697 Emmert, Caroline GLEN Closed OASIS Missin Oasis 2/1/2010 33733

- You can save the printable version to a folder by clicking File > Save As in the print window.
- You can also copy the page, by selecting all, ctrl A, and ctrl C to copy and then ctrl V to paste into MS Excel worksheet.

Special Tips

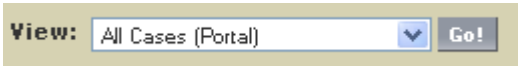
Entry ID

Entry ID indicates OLD IMS tickets brought over to the new CIDI system.


View: IMS All Cases (Portal)
<Previous Page | Next Page
New Case
Action Case Number Contact Name SCID Status Subject Category Trade Date Resource ID Date Opened Client Priority Client Field 1 Client Field 2 Client Field 3 EntryID
dit 00028687 Emmert, Caroline GLEN Closed 12/21/09 Pri Oasis 1/4/2010 33195
dit 00028688 Emmert, Caroline GLEN Closed Glendale WHL IFM/RTM 1/4/20 33203
dit 00028690 Emmert, Caroline GLEN Closed OASIS Missin Oasis 1/7/20 33312
dit 00028691 Vincent, Melie PASA Closed Missing awar MQS 1/11/2010 33378
dit 00028692 Emmert, Caroline GLEN Closed On 1/2 OASIS Oasis 1/14/2010 33465
dit 00028695 Emmert, Caroline GLEN Closed OASIS Missin Oasis 1/24/2010 33623
dit 00028697 Emmert, Caroline GLEN Closed OASIS Missin Oasis 2/1/2010 33733
Entry Id indicates a case from the OLD IMS system.

Back Arrow, Go, Back to List

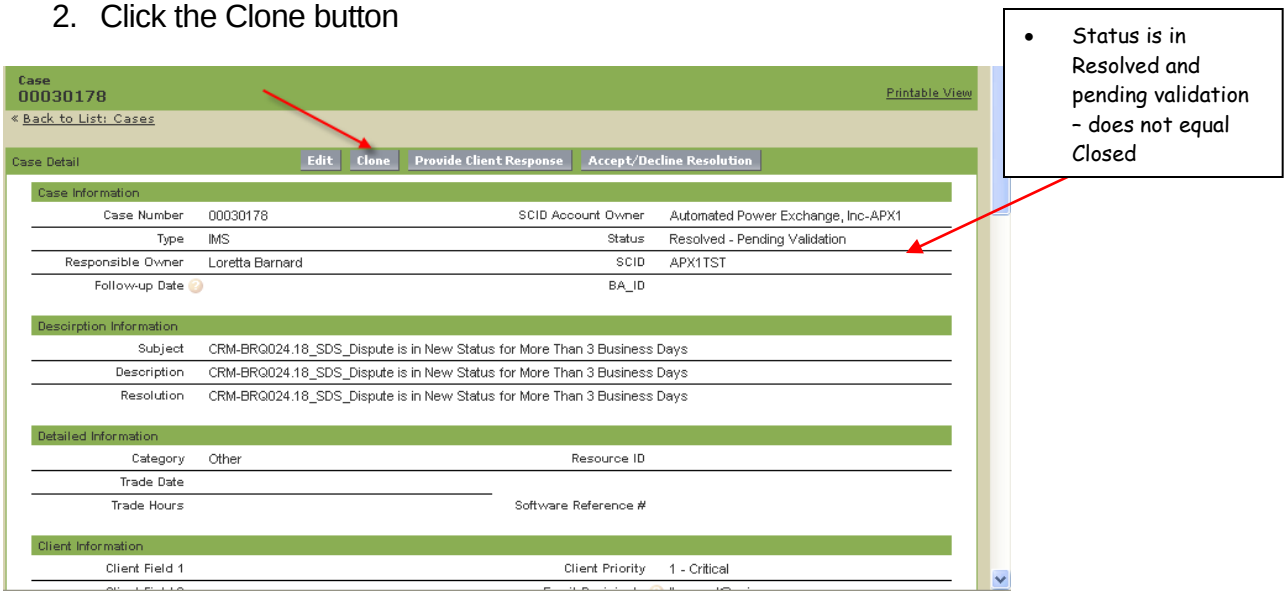
If you use the back button on your browser it will take you back to the exact same view as you were in before you opened the case. If you use the “Back to List: Cases” link, you move back to the default screen and must push the Go button to return to the same (view in the drop down window) screen as you were at before you opened the case.



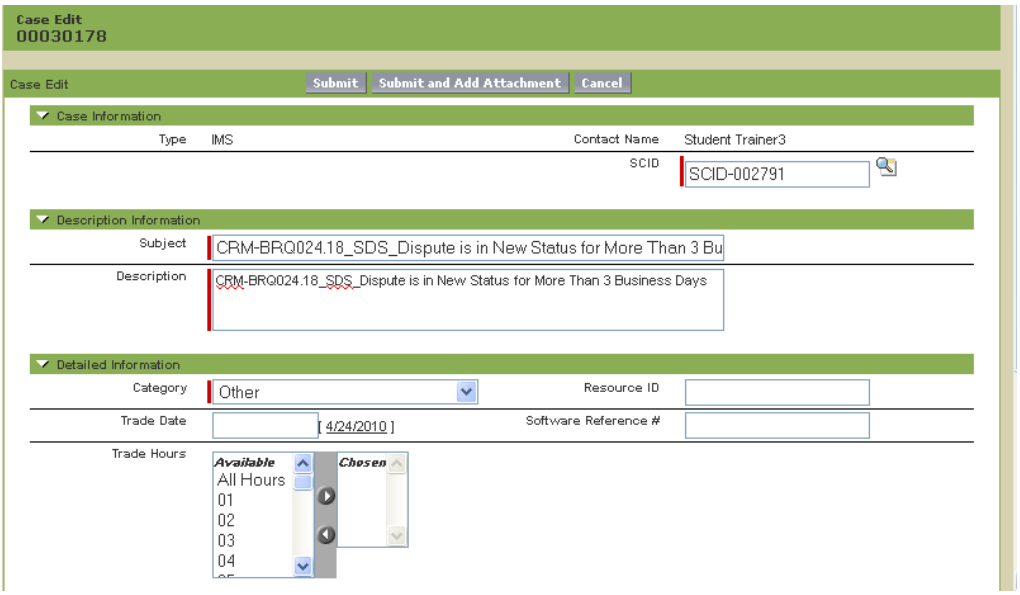
Cloning a Case

CIDI offers you an ability to clone an existing Inquiry case using the data and information already entered into the system.

1. Select an existing open case, a case not in the “closed” status.
2. Click the Clone button



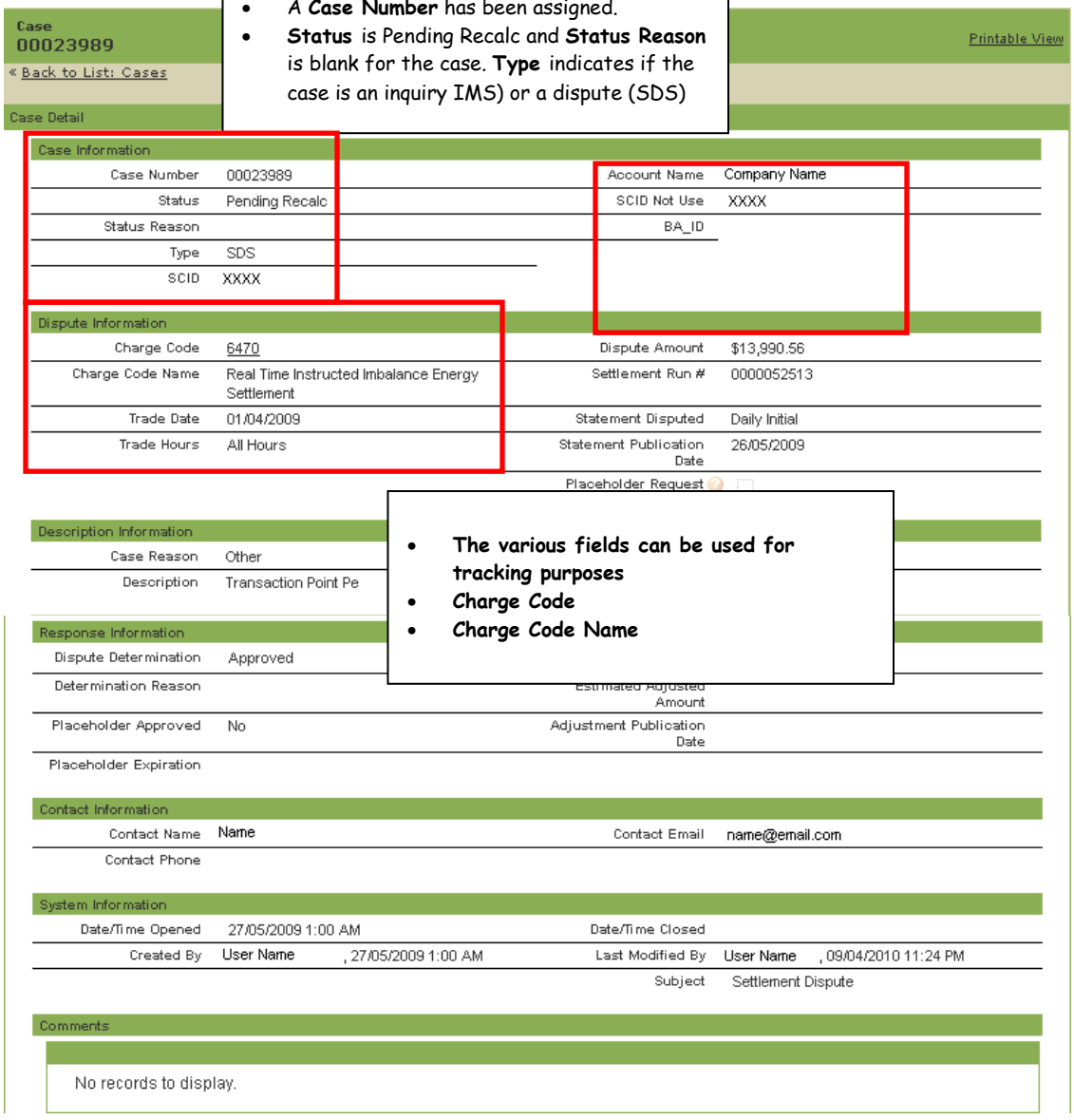
A second record is created and the required fields to be updated are highlighted with a red bar.



Tracking Case Details

The Case Detail screen contains all fields specifically used for tracking case information.

- A **Case Number** has been assigned.
- **Status** is Pending Recalc and **Status Reason** is blank for the case. **Type** indicates if the case is an inquiry IMS) or a dispute (SDS)



- **The various fields can be used for tracking purposes**
- ***Charge Code***
- ***Charge Code Name***

- The fields are slightly different from the IMS cases to the SDS cases
- Be sure to take note of the case type: IMS or SDS

Client/Customer Responses

There are three kinds of client responses to an inquiry case, providing a generic response, accepting a resolution or declining a resolution:

- Case status – Awaiting Client Response – case is needing more information to assist ISO in finding a response
    - Press the Provide Client Response Button
- Case status – Pending Validation – case needs validation
    - Accept or Decline (with comments) the Resolution

In this example the status is Pending Validation